How to Resolve "No Record Found" Message - OSOS Job Matching Procedure
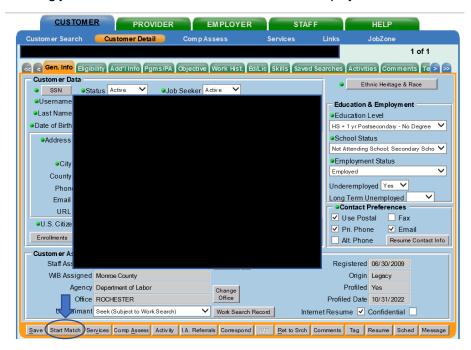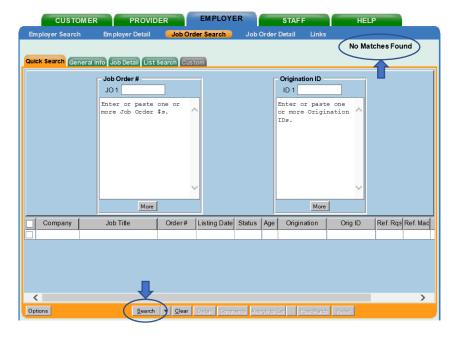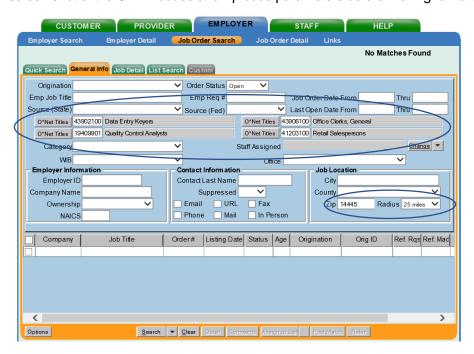
1. From the customer's OSOS record, click **Start Match** at the bottom of the Customer Detail window. This will bring you to the Job Order Search section of the Employer Tab.

2. Click **Search**. One possible outcome is "No Matches Found" as depicted below.

3. When this happens, navigate to the **General Info** tab of the Job Order Search section, and take a screen shot of the ONET codes and zip code parameters before moving forward.

4. Next click **Clear** at the bottom of the window.

5. An error message dialogue box will appear. Clicking Yes will end the Match process. Clicking No will allow you to continue the Match Process.

Click **No** to proceed.

6. Re-enter the search parameters and click **Search**. This should return results that can be reviewed and matched to the customer.

| CUSTOMER | PROVIDER | EMPLOYER | STAFF | HELP |

Employer Search   Employer Detail   **Job Order Search**   Job Order Detail   Links

Quick Search   **General Info**   Job Detail   List Search   Custom

Origination	[dropdown]	Order Status	Open [dropdown]		
Emp Job Title	[field]	Emp Req #	[field]	Job Order Date From [field]	Thru [field]
Source (State)	[dropdown]	Source (Fed)	[dropdown]	Last Open Date From [field]	Thru [field]

| O*Net Titles | 43902100 | Data Entry Keyers | O*Net Titles | 43906100 | Office Clerks, General |
| O*Net Titles | 19409901 | Quality Control Analysts | O*Net Titles | 41203100 | Retail Salespersons |

Category [dropdown]   Staff Assigned [field]   Change ▼
WB [dropdown]   Office [dropdown]

Employer Information
Employer ID [field]
Company Name [field]
Ownership [dropdown]
NAICS [field]

Contact Information
Contact Last Name [field]
Suppressed [dropdown]
☐ Email   ☐ URL   ☐ Fax
☐ Phone   ☐ Mail   ☐ In Person

Job Location
City [field]
County [dropdown]
Zip 14445   Radius 25 miles [dropdown]

☐	Company	Job Title	Order #	Listing Date	Status	Age	Origination	Orig ID	Ref. Rqs	Ref. Mad
☐	7-Eleven	Sales Associate (PDI)	DF5110226	12/04/2022	Open	191	JC - Indexed - n	227624668	0	
☐	7-Eleven	Sales Associate (RIS)	DF5337072	12/31/2022	Open	164	JC - Indexed - n	231404973	0	
☐	7-Eleven	Sales Associate	DF6321028	06/06/2023	Open	7	JC - Indexed - n	241538368	0	
☐	7-Eleven	Sales Associate (PDI)	DF6200400	05/16/2023	Open	28	JC - Indexed - n	240201500	0	
☐	7-Eleven	Sales Associate (PDI)	DF6222707	05/18/2023	Open	26	JC - Indexed - n	240492521	0	
☐	7-Eleven	Sales Associate	DF6200356	05/16/2023	Open	28	JC - Indexed - n	240201487	0	
☐	Aaron's Inc	Sales Associate	DF5836371	03/12/2023	Open	93	JC - Indexed - n	236243453	0	

Options   Search ▼   Clear   Detail   Comments   Assign to List   Post Match   Refer